

EXHIBIT OSS – 62

CSR Job Aid

CSR Job Aid

Interconnection Services

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Introduction

Purpose

The Purpose of this guide is to provide CLECs with instructions on how to interpret the CSR response that is received from BellSouth. This document provides an overview of the various sections that may appear in a CSR. The document also provides detailed instructions on how to interpret the Listed Address portion in the List Section and the Service and Equipment Section. Examples are provided to further illustrate the instructions.

Version Information

Table A Revision History

Chapter	Action Request #	Date/Issue	Description
All	N / A	February 28, 2001 / 1	Initial Issue

1. CSR Job Aid

1.1 Preface

BellSouth is a Regional Bell Operating Company (RBOC) offering local service to residential and business customers in the southeastern United States. Through manual and automated processes, BellSouth offers Competitive Local Exchange Carriers (CLECs) the ability to submit pre-order and order transactions (refer *BellSouth Pre-ordering and Ordering Overview Guide, Issue 1.0*). In response to the pre-order queries, BellSouth transfers, among other data, the Customer Service Record (CSR) corresponding to the account number(s) as requested by the CLEC.

1.2 Audience

This guide is written for the CLEC who submits a CSR query to BellSouth and in return receives a CSR response from BellSouth.

1.3 How to Use These Instructions

An overview of the CSR is provided. The Listed Address portion and Service and Equipment section are covered in detail. Users should read the explanations of the various topics covered in this guide and refer to examples provided that will further illustrate the topics. (To obtain additional information on topics outside the scope of this document, references to other BellSouth documents have been made.)

2. CSR Response from TAG

2.1 CSR Response from TAG

The Telecommunications Access Gateway system (TAG) provides bi-directional flow of information between a CLEC and the BellSouth Operations Support Systems (OSS). TAG returns the CSR response data as a file of continuous text stream wrapped around at end of lines.

3. Overview of the CSR Response

3.1 Overview of the CSR Response

The CSR may contain several sections. The following text provides descriptions and examples of sections that appear in a CSR.

3.2 Status

The Status appears at the beginning of the response. It contains the following:

- msgId - Message ID. This field contains the Address Validation Transaction message code for the condition encountered as a result of the inquiry processing. (Example: BLP0000CSR)
- msgTxt - Message Text. This field contains the Address Validation Transaction message text, corresponding to msgId, pertaining to the inquiry output. (Example: "CSR Transaction Completed Successfully")

3.3 Message Header

The Message Header includes the following:

- inquiryNumber - Inquiry Number. Uniquely identifies each Pre-order transaction. (Example: 7dcc7a2300000001)
- dateSent - Date Sent. Date when the CLEC placed the inquiry with BellSouth. (Example: 20010112609473455)

3.4 Customer Text List

The Customer Text List section follows the Message Header information and constitutes the main body of the CSR which is encased between open and closed parenthesis. Within the parenthesis, the CSR body consists of the CSR Header and several sections.

3.4.1 CSR Header

The CSR Header contains the following information:

- ACCT: A 13 digit Account number (Example: 770 555-1234 701)
- EXCH: Exchange Name (Example: CHAM)
- BCS: Basic Class of Service (Example: 1FB indicating one business connection with flat rate)
- STAT: Account Status (valid values are New, Open, Pre Account, Final)

- TYPE: Account Type (valid values are Residence, Business, Coin, Government)
- SVCC: Service Code (Example: 21)

In a CSR, the header may appear as follows:

```
ACCT 770 555-1234 701    EXCH CHAM    BCS  1FB STAT OPEN
TYPE BUSINESS          SVCC 21
```

3.4.2 Identification Section

The Identification Section appears after the CSR Header. This section does not have a section heading like the other CSR sections. It begins after the SVCC data of the CSR header.

Example:

```
JOINTIND      JAZZIND      BREFIND      DENYIND 0      BMIHTIND
SENSACCT      PCL  MCH F 052698      CENT CA0
```

3.4.3 List Section

Begins as —LIST. This section provides the main directory listing name, address and any special listing instructions. The three main pieces of information found in this section are the Listed Name (LN), Listed Address (LA) and the Service Address (SA).

Example:

```
---LIST      NP      (NON-PUB) UNCONDITIONAL; SVCS      LA      2071
HOLLYWOOD DR NW      SA      2071 HOLLYWOOD DR NW, ATL      YPH 999001
NONE      SIC 8011      ZAEC AAAA
```

3.4.4 Directory Section

Begins as —DIR. This section specifies the directories that the customer has requested and the directory delivery information if it is different from the account's listed address.

Example:

```
---DIR      DDA JANE DOE      APT 209      374 CLUB DR NW
DULUTH GA 30096      DEL A1, B1, C1, D1
```

3.4.5 Traffic Section

Begins as —TFC. This section contains intercept instructions that provide information about transferring calls from a customer's old number to his/her new number.

3.4.6 Bill Section

Begins as —BILL. This section contains information that is required to send the bill to the customer, such as the billing name and address, post office information, credit and special billing instructions.

Example:

```
---BILL      BN1  JANE DOE      BA2  600 W PTREE ST NE    BA3  RM 27M40
PO  ATLANTA  GA  30375      TAX  NNNN      TAR  001,701
PACI XXXX    BTN  404 555-1234-002    MAN  42R00      PNT      PHB  X
CC[KNOWN GOOD CREDIT]
```

3.4.7 Service and Equipment Section

Begins as —S & E. This section summarizes the telephone services, equipment, facilities and features listed on the account order.

Example:

```
---S & E      HTG  A 404 555-1234, 404 555-1234/HTY RG/HTC
(CHARGEABLE LISTINGS)      1 NP3 LISTING-NOT IN DIRECTORY +
/SED 03-26-98/ZSER 3C10000001/RATE NR      (LINES & STATIONS)
1 1FB BUSINESS LINE      /TN 404 555-1234/PIC 0833 /LPIC 0833/PCA BO, 07-25
/LPCA BO, 07-25-00/ZNB/HTG A/SED 03-26-98/ZSER 9E1000000F /RATE 39.94
1 TTB TOUCH-TONE /TN 404 555-1234/RTE 0 00
```

3.4.8 Remarks Section

Begins as —RMKS. This section contains any miscellaneous information, comments or instructions that supplement information contained in the other sections.

Example:

---RMKS RMKR (Z) LEOTEST

3.4.9 Related Accounts Section

Begins as —RELATED ACCOUNTS. This section will appear on the CSR of an account that has other related accounts which are billed to this account.

Example:

---RELATED ACCOUNTS EARNING NUMBER (FULL) 205-555--1234--930

3.4.10 Billing Transfers Section

Begins as —BILLING TRANSFERS. This section will appear on the CSR of an account whose billing is transferred to another account.

Example:

---BILLING TRANSFERS BILLED FROM 205--555--1234--930 3590 FULL

3.4.11 Completed Activity Section

Begins as —COMPLETED ACTIVITY. This section records the data of any Service Orders that may have been executed on the account.

Example:

---COMPLETED ACTIVITY ZOBY381540 12-11-00 002542ZBY381
12-20-00 2542 ZOCF448540 12-11-00 002537ZCF448 12-13-00 2537

Note: *The Identification and List sections always appear on every CSR. The other sections described in this document may not appear on a CSR. The CSR response is returned as a text stream wrapped around at end of lines; therefore it is necessary to extract the data left to right from the top left of the document. The CSR sections listed above may not be located along the left margin, they may appear anywhere in the line, indicating the end of the preceding section and beginning of the next.*

4. Service Address

4.1 Service Address

The Service Address is found in the List section and begins with "SA". BellSouth recommends that CLECs use the Address Validation Query (AVQ) to extract the Service Address information from the Regional Street Address Guide (RSAG) database. The Service Address data obtained from the RSAG database returns as parsed data.

5. Listed Address

5.1 Listed Address

The purpose of the Listed Address is to identify a person or organization's address where the service is provided. The Listed Address indicates how the customer's address is listed in telephone directories. The Listed Address is found in the List section which begins with —LIST. The beginning of the Listed Address can be identified by the letters LA; which is a left-hand FID (explained in section 7.2.2). The LA FID is usually positioned on the left-hand side margin of the document, however the LA FID may not appear on the left-hand side margin as a result of word wrapping. A few floated FIDs (explained in section 7.2.3) such as LSC (Listing Set Up Code) may be associated with LA.

Example: /LSC 65 ATLANTA)

5.1.1 Types of Listed Address

The Listed Address can be displayed on the CSR in the following categories. They are:

- Numbered Address
- Unnumbered Address
- Omitted Address
- Community Name
- Degree of Indentation

5.1.1.1 Numbered Address

Numbered Address has the following components:

- It begins with a house (address) number, the characters of which may be alphanumeric.
- An optional house number suffix, which follows after a hyphen (-) followed by 1 to 4 alphanumeric characters or a virgule (/). When a virgule appears, it appears as a fraction such as 1/2, 1/4, etc.
- Following the house number suffix and separated by a space, a directional prefix may appear.
- Separated from the directional prefix by a space comes the street name, the characters of which may be alphanumeric.
- A directional suffix may appear after the street name.

Valid values for directional prefix and suffix are the following:

E, N, S, W, NE or N*E, NW or N*W, SW or S*W, SE or S*E

Note: *When a directional prefix is followed by a thoroughfare name such as AV, CT, DR, LN, RD, ST, TER; it is considered to be a street name instead of a directional prefix.*

Example: 23 E AV (indicating 23 East Avenue)

- An optional community name may appear which is preceded by a space and then by a 'comma', (separating it from the previous component) and the text will begin with alphanumeric characters and may consist of one or more words.
- If an optional state code/name appears, it must be preceded by a community name.

Examples of Numbered Addresses.

LA 540 E. SOUTH BLVD

- LA is the left-hand FID and indicates the beginning of the Listed Address
- The house (address) number is 540
- The directional prefix is E and this precedes the street name
- The street name is SOUTH BLVD with BLVD being the thoroughfare

LA 2071 HOLLYWOOD DR N*W, ATL

- LA is the left-hand FID and indicates the beginning of the Listed Address
- The house (address) number is 2071
- The street name is HOLLYWOOD DR with DR being the thoroughfare
- The directional suffix is N*W (can also appear as NW)
- The community name is ATL (note the space and the 'comma' preceding it)

5.1.1.2 Unnumbered Address

Unnumbered Address will not have a house (address) number before the street name. Its components are the following:

- The street name, whose characters may be alphanumeric
- An optional community name with characters that are alphanumeric. (There may be a 'comma' and a space preceding it.)
- An optional state code/name may appear preceded by a 'comma' and a space. This code must be preceded by a community name.

Example of Unnumbered Address:

LA OLD OLIVE ST, ATLANTA, GA

- LA indicates the beginning of the Listed Address
- The street name is OLD OLIVE ST (note the absence of the house (address) number)
- The community/city name is ATLANTA
- The state code is GA

5.1.1.3 Omitted Address

Sometimes a customer may choose not to list his/her address in the directory. In that case the Listed Address field will not carry any data. In its place, an Omitted Address Code (OAD) appears in the LA field. The code OAD is in a pair of parenthesis. No other data will be present in the LA when an OAD code appears.

Example of an Omitted Address:
LA (OAD)

- LA indicates the beginning of the Listed Address
- The code OAD indicates that the customer has chosen not to list his/her address in the directory

5.1.1.4 Community Name

A Listed Address may indicate only the community name. The components of such an address are the following:

– A community name that begins with an alphanumeric character. It is preceded by a comma and a space.

Example of a Community Name Address:
LA , ATLANTA

- LA indicates the beginning of the Listed Address
- The community/city name is ATLANTA

5.1.1.5 Degree of Indentation

When a customer has multiple listings in the directory, the listings may be indented to indicate groupings. The degree of indentation is indicated in the LA by the appearance of a single numeric character enclosed in a pair of parentheses. This information will precede the address. The address in turn can belong to any of the categories-Numbered Address, Unnumbered Address, Omitted Address or Community Name and may or may not appear enclosed within a pair of parenthesis.

Example of an address with degree of indentation:
LA (1) 502 10TH ST, ATL

- LA indicates the beginning of the Listed Address
- The degree of indentation is indicated by (1)
- The house (address) number is 502
- The street name is 10TH ST
- The community/city name is ATL

The Number 1 indicates the highest grouping level (closest to the margin), with increasing numbers denoting increase in the indentation of that address.

The presence of the 'asterisk' (*) symbol in the LA data indicates that the character immediately following this symbol is to be Capitalized.

Example: MC*DONALD should be interpreted as McDonald (not Mcdonald)

5.2 Instructions Codes in a Listed Address

Instructions Codes are used to denote abbreviations, spacing, and other listing instructions, which are desired by the customer while listing the text in the directory. These codes may appear embedded in or precede the LA data. Instruction codes contain three (3) characters enclosed in a pair of parenthesis.

Examples of instructions codes:

- (LSC) - Listing Set-Up Code. This is used to provide the various phrases which are printed with the associated listing in the directory.

Note: The LSC often appears as a floated FID flowing the LA FID. Example /LSC5

- (PFX)- Street Name Prefix. This is used when it is necessary to show an address that has some data preceding the street address.
- (SFX)- Street Name Suffix. This is used when it is necessary to show an address that has some data following the street address.
- (DNO)- Do Not Omit. This specifies the thoroughfare designation 'ST' not to be omitted as per customer's request. This code cannot be applied with any other thoroughfare designation.
- (HFX)- House Number Prefix. It is used when an alpha character precedes an address number.

Example of Listed Address with an Instruction Code:

LA 124 BROAD (DNO) ST, HUEYTOWN

- LA indicates the beginning of the Listed Address
- The house (address) number is 124
- The street name is BROAD ST with ST being the thoroughfare
- The instruction code is (DNO)
- The community / city name is HUEYTOWN

6. Service and Equipment (S & E)

6.1 Service and Equipment (S & E)

The Service and Equipment (S & E) section of the CSR provides information about the telephone services, equipment, facilities and features listed on the account.

The amount of information contained in the S & E section can vary from a few lines in the CSR to a few pages depending on the complexity of the service order. The beginning of this section can be located by —S & E (three 'dashes' and then the letters S & E).

6.2 S & E Subsections

The data contained in the S&E section will be grouped into subsections. The subsections are defined based on the groupings of the USOC's in the Equipment Categories. The subsection names are encased in a pair of parenthesis. They are the following:

- Other
- Chargeable Listings
- Lines & Stations
- Calling Card Service
- Central Office Trunks

Note: Not all of the above sub-sections may be seen in every CSR. The appearance of the subsections in the CSR depends on the services ordered and the corresponding USOC's.

6.2.1 Other

The Other subsection contains information related to USOCs that do not fall under any of the other subsections namely Chargeable Listings, Lines & Stations, Calling Card Service and Central Office Trunks.

Example: (OTHER) 1 UNECN CLEC CONTACT NAME AND NUM+/TN 334 555-1234/ZRCI
LTC, ARTHUR TIMMS, 205 555-1234/AECN 8002/SEC 07-07-00/ZDCA/ZSER
3C10000001/RATE NR

6.2.2 Chargeable Listings

The Chargeable Listings subsection contains information about all USOCs related to listing whether rated or non-rated.

Example: (CHARGEABLE LISTINGS) 1 NPU LISTING-NOT IN DIRECTORY+/RTE 0 00/AECN
8002/SED 07-07-00/ZGMR/ZSER 7410000009/RATE NR

6.2.3 Lines & Stations

The Lines & Stations subsection contains information that includes, but not limited to, Main Station, Lines, Jacks and FCC Charge.

Example: (LINES & STATIONS) 1 UEPRL UNBUNDLED EXCHANGE PORT, + /TN 334
555-1234/RTE 0 00 /PIC NONE/LPIC NONE /PCA OF, 06-17-00/LPCA OF, 06-17-00/
AECN 8002/ZGMR/SED 07-07-00 /ZSER 7B1000000A /RATE NR 1 ESC THREE-WAY
CALLING /TN 334 555-1234/AECN 8002 /SED 07-07-00/ZSER 5110000004 /RATE NR

6.2.4 Calling Card Service

The Calling Card subsection contains information pertaining to all Calling Cards that are associated with the account.

Example: (CALLING CARD SERVICE) /RATE NR

6.2.5 Central Office Trunks

The Central Office Trunks subsection contains information pertaining to the central office trunks associated with the account.

Example: (CENTRAL OFFICE TRUNKS) 1 TFC /TN 404 555-1234/LSO 404982 /TBE A/PIC
0288/LPIC 0288/MTP N/GST/PCA BO, 08-04-98/LPCA BO, 08-04-98 /SED 08-21-98/
ZSER 8F1000040A

7. Standard Instructions for USOCs and FIDs

7.1 Standard Instructions for USOCs

The Uniform Service Order Codes (USOCs) are three-character or five character codes. If a USOC is three characters long, the first associated FID may be separated from it by two spaces, else the FID may be positioned immediately after the USOC.

For example: A five character USOC followed by a TN FID would look like:
ABCDE/TN 123 456-7890

A three character USOC followed by a TN FID would look like:
ABC /TN 123 456-7890

It may be noted that the letter 'I' and the number 0 (zero) do not appear in a USOC name. A USOC in the S & E section may be preceded by numbers that provide 'quantity' related information.

The number preceding the USOC will indicate the quantity ordered of the USOC. The S & E contains a sequence of "logical lines". A logical line can begin with either a USOC or a Left-hand FID (explained in Section 7.2.2). Any number of floated FIDs, (explained in Section 7.2.3) and related data may be associated with a USOC. Following a USOC, a 'narrative' may appear. The narrative is separated by a space from the USOC.

Example: 1FR RESIDENTIAL LINE.

A detailed example containing USOCs and FIDs is illustrated following section 7.2.3.

7.2 Standard Instructions for FIDs

Field Identifiers (FIDs) are two to four character alphanumeric descriptive codes used to specify instructions to users or a mechanized system. There are three types of FIDs – Fielded, Left-hand and Floated.

7.2.1 Fielded FID

Fielded FIDs appear only in the Identification Section.

Examples:

ORD (Order Number)

DD (due date)

7.2.2 Left-hand FID

Left-hand FIDs are positioned along the left margin, however, the CSR text file may print with words wrapping. Therefore the left-hand FIDs may not be positioned along the left margin.

Examples:

BN (Billing Name)

PON (Purchase Order Number)

7.2.3 Floated FID

Floated FIDs are associated with, and provide further detailed information for the USOC or the left-hand FID they follow. They can be identified by a '/' sign (virgule) that will precede them.

Examples:

TN (Telephone Number). Appears in the CSR as /TN.

PIC (InterLATA Presubscription Indicator Code). Appears in the CSR as /PIC.

The following is an example of how USOCs and FIDs appear in the S & E section:

```
1 14R RESIDENTIAL LINE /TN 407 555-7296  
/PIC 0222/LPIC 0222/LPCA BO, 11-01-00  
/NMC/PCA BO, 11-01-00/SED 10-31-00  
/ZSER F8099999A0/RATE 17.45
```

- The Quantity is 1
- The USOC is 14R
- The narrative for this USOC is RESIDENTIAL LINE
- The floated FIDs are TN, PIC, LPIC, LPCA, NMC, PCA, SED, ZSER and RATE
- The information that follows the USOC 14R is called the "descriptive data" for this USOC
- The above example represents a "logical line" in the S & E section

Note: A number indicating quantity may precede a USOC. Left-hand FIDs will not be preceded with a number.

Note: CSRs retrieved from a TAG test client located at BellSouth contained output with formatting characters that included double quotation marks (") and semi-colons (;). These characters appearing on

CSR responses may not be consistent in all CLEC Application Programmers Interface (API) environments. These do not indicate any special meaning.

Note: If the narrative of a USOC is more than 25 characters, a + appears as the 26th character.